



TRICARE Europe

“Your Passport to Quality Health”

Prime
Health Care Passport

Spring 2005



Prime **Health Care Passport**

Spring 2005

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Your Passport to Quality Health

This is your TRICARE Europe “Passport.” This booklet describes the medical benefits you and your family are entitled to receive as TRICARE Europe Prime beneficiaries and how we deliver these benefits to you.

We refer to this handbook as a “Passport” because we hope this, like your real passport, will travel with you wherever you go. Inside, you will find essential information you need to access health care services during your overseas tour and while traveling abroad.

*If you have a question that isn’t answered here, you can get more information from your local TRICARE Service Center (TSC) or at www.europe.tricare.osd.mil. TSC contact information is located on **page 39**.*

Again, welcome. We look forward to supporting you during your overseas tour. Here’s to your good health!

— TRICARE Overseas Regional Director

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● indicates that information is applicable to both programs

Important Phone Numbers

Medical Service	Number
Ambulance	
Emergency Services	
Emergency Room	
Medical Appointments	
Specialty Care	
Dental Care	
TSC or Medical POC	

Overseas Civilian Emergency Phone Numbers



○ All countries in
Western Europe112
 ○ Turkey.....055
 ○ Other Countries
in EUROM &
CENTCOM.....*contact*
your local U.S. Embassy or
Consulate



Prime



Your TRICARE Service Center

Your TRICARE Service Center (TSC) is your first stop for all your TRICARE-related needs and questions. Your TSC is an important resource whether you need medical care in a military treatment facility (MTF) or from local host nation providers in your surrounding community. A list of local TSC numbers begins on **page 39**.



What can your TSC do for you?

- Provide you with information about TRICARE Europe program options.
- Transfer enrollments from your last assignment
- Provide you with all the assistance you need with your health benefits and claims.
- Help you resolve a difficult problem or complaint.
- Provide you with off-base referrals and authorizations for care that's not available at your MTF.
- Help with debt collection problems.
- Help overcome language barriers you may face with host nation providers.

We tailor each of our TSCs to meet the specific needs of beneficiaries at each of our 52 locations around Europe. Your TSC staff is there for one reason only: to help you!

Medical Care at Home



TRICARE at Home

At most duty stations around Europe, the majority of your family's primary medical care will be provided at your local military treatment

facility. However, you may be referred to a host-nation provider who participates in our "Preferred Provider Network"(PPN) program if services are not available at your MTF. TRICARE Europe closely monitors PPN quality of care. No matter where you live in Europe, you can be assured that you are receiving the best available care.

Your TRICARE Service Center is your first stop for questions about referrals to civilian providers and processing civilian medical claims. You must be authorized in advance to seek care from a civilian provider to ensure your bill will be paid by our overseas claims processor. For all authorized civilian care, TRICARE will pay 100% of all billed charges for covered services. Plus, host nation providers in our network will usually file the claim for you!

Medical Care While Traveling

Whether you choose TRICARE Prime or Standard during your time in Europe, your TRICARE benefit is available to you no matter where you go. However, Prime enrollment protects you even further by ensuring you get free priority care at all U.S. military treatment facilities (MTF) worldwide. Prime will also help you manage your medical bills when you're traveling.

If you need help, your TRICARE Europe Wallet Card lists key TRICARE phone numbers. You may also contact the Central TRICARE Europe Service Center from the states at 888-777-8343.



Active Duty Procedures

○ **Overseas.** If you require emergency care, obtain treatment from the nearest medical facility (military or civilian) and then contact your unit or TSC as soon as possible. Active duty members **must have authorization to use local host-nation physicians for non-emergencies.**

Civilian medical bills will be sent to the overseas claims processor, Wisconsin Physician Services (WPS).

Medical Care While Traveling

○ **Traveling in the United States.** If you need emergency medical care while in the U.S., get the care from the nearest military or civilian medical facility. Active duty members traveling in the U.S. should not receive non-emergency care without authorization from their unit or parent Service. Active Duty members may also contact their overseas TSC for assistance. Civilian medical bills will be sent to WPS (See Page 13).

Active Duty Family Member Procedures

○ **Overseas.** If you require emergency care in your overseas assigned area, obtain treatment from the nearest medical facility (military or civilian) and then contact your TSC as soon as possible. All routine care must be provided by your Primary Care Manager (PCM) unless you are referred to a civilian provider by your PCM or TRICARE Service Center. Civilian medical bills will be sent to WPS (See Page 13).

○ **Traveling in the United States.** If you require emergency medical care while in the United States, get care from the nearest medical facility and submit your bills to WPS. For non-emergency medical care, we recommend you go to a military facility. If an MTF is not available, contact the TRICARE Service Center

Medical Care While Traveling

closest to you for information on network providers nearby (See page 46). Preauthorization is not currently required for care received in the United States (with the exception of mental health care). Civilian medical bills must be sent to WPS (See **Page 13**).



Travel Over 60 Days

If you will be traveling home to the states for a visit that exceeds 60 days, you should contact your servicing TSC to request a transfer of your enrollment to the region in which you will be staying. When you arrive at your destination, you must contact the gaining TSC to ensure your enrollment is transferred. Once you return to Europe, you must contact your TSC again to ensure your Prime enrollment is transferred back.

School in the U.S.

Children of active duty members assigned overseas who attend school/college in the U.S. must transfer their Prime enrollment to the TRICARE region where the school is located. If TRICARE Prime is not available in this area, these family members must disenroll from Prime and will be covered under TRICARE Standard.

Filing Medical Claims

In rare cases, you may have to pay for civilian health care “out of pocket.” In this case, you may file a claim directly with our TRICARE claims processor, Wisconsin Physician Services (WPS), for reimbursement. If you receive a medical bill that is beyond your means to pay at the time, call your TSC immediately. See **page 43** for WPS contact information.

Required Claims Documentation

- TRICARE/CHAMPUS Claim Form. Forms are available at www.tricare.osd.mil/ClaimForms.
- An itemized bill.
- A receipt (if applicable) for the amount the patient paid to the physician or hospital.



- Appropriate authorization form for active duty. Air Force/Army personnel use **SF 1034, Public Voucher for Purchases and Services Other than Personal**. Navy/Marine Corps personnel use **NAVMED**

Form 6320/10, Non-Naval Health Care Claim Form.

The certifying official may be a medical representative,

Filing Medical Claims

Beneficiary Counseling and Assistance Coordinator or senior officer.

○ If you paid for care out-of-pocket, the authorization or claim form should indicate that payment should be made to the member or beneficiary instead of the provider.

Follow-up Information

WPS will send a **TRICARE Explanation of Benefits (TEOB)** to both the provider and beneficiary/sponsor for each processed claim. The TEOB states the billed amount, tells you how much TRICARE paid, how much the enrollee needs to pay (if anything) and to whom payment has been made.

If you ever have questions or difficulties with a claim, contact your TSC with this document in hand. You may also direct specific benefit or claims questions to the TRICARE Europe help line at:

TEUROPE@europe.tricare.osd.mil

Remember:

- Contact your servicing TSC if you have any questions or problems with claims processing.
- Keep copies of all your claims paperwork.
- Always keep a copy of the TEOB.

Claims Processing Checklist

<i>Items required with medical claim</i>	<i>Active Duty Military</i>	<i>Active Duty Family Member enrolled in Prime</i>
Authorization required for non-emergency medical care overseas?	Yes	Yes
Authorization required for non-emergency medical care in CONUS?	Yes, from unit or service	No (exception for mental health care; See p. 17)
Co-pays required?	No	No
Authorization Form (SF 1034 or NAVMED 6320/10)	Yes	No
Need an itemized bill from civilian practitioner?	Yes	Yes
TRICARE Claim Form required?	Yes	Yes
Send claims to:	TRICARE Europe WPS-Active Duty Claims P.O. Box 7968 Madison, WI 53707-7968	TRICARE Europe WPS-Claims Processing P.O. Box 8976 Madison, WI 53707-8976

TRICARE Prime Overview



If you are enrolled in TRICARE Prime, you can expect quality service and quick access to care. Here are some of the key features of the Prime benefit:

Low Costs

There are **no enrollment fees**, **no deductibles**, **no cost-shares**, and **no co-pays** for medical care received at a military treatment facility, for authorized medical care delivered by host-nation providers in Europe, or for medical care received while you are traveling in the United States when you are enrolled in Prime.



Preferred Provider Network (PPN)

We have special relationships and agreements with select providers in your host-nation country who agree to see military beneficiaries and to file TRICARE (CHAMPUS) claims for you. Listings of these providers are available at your TRICARE Service Center.

Prior to seeking non-emergency care from a host nation provider, **you must get authorization from your PCM.**

TRICARE Prime Overview

Primary Care Manager (PCM)

One of the keys to good medical care is having a physician with whom you can discuss all of your health concerns. When you enroll in Prime, you are assigned a PCM who will manage all of your health care needs. Your PCM will coordinate all of your medical care, including any referrals for specialty care at a military treatment facility or from a host nation provider.

Patient Liaisons

At many military medical treatment facilities, bilingual staff members are available to help you with your host nation medical appointment, translate for you, and check up on you regularly to ensure your care is going well.

Access Standards

TRICARE Prime has established access-to-care standards. What does that mean to you? A guarantee that you will receive quality, timely care. Here are your maximum wait times for appointments:

- **Acute illness – 24 hours**
- **Routine visits – 7 days**
- **Well visits or specialty care – 30 days**

TRICARE Prime Overview

Enrollment

You and your family's Prime enrollment period extends to your current DEROS/PRD. If your DEROS/PRD changes or a family member departs or arrives to stay with you on a permanent basis, please notify your TSC to change or transfer their enrollment as necessary.

TRICARE Prime Moves With You

Are you moving soon? No problem. You will remain enrolled in TRICARE Europe Prime while you travel to your new location – but you must notify your TSC before you go! Upon your arrival, call or stop by your new TSC to transfer your Prime enrollment or to voluntarily disenroll.



Be sure to remember to check in with your new TSC! If you are an AD family member, your coverage **will revert to TRICARE Standard 60 days** from the day you depart your overseas location if you do not transfer your Prime enrollment at your new location or disenroll from TRICARE Europe Prime.

TRICARE Prime Overview

“Stork Nesting” Program

If the medical facility in your area cannot support obstetrical care, the “Stork Nesting” program is available. This program allows a pregnant woman to reside temporarily on or near a military medical facility with obstetric services. Contact your TSC for information.

Mental Health Care

You must receive **preauthorization** for civilian inpatient mental health care received in the states or overseas. For CONUS inpatient mental health care, contact the Choice Behavioral Health Partnership Overseas Coordinator at **800-700-8646**. For OCONUS mental health care or information on mental health referrals, contact your TRICARE Service Center.

Cosmetic, Plastic, and Morbid Obesity Surgery

Beneficiaries seeking these types of surgeries or treatments must contact their local TRICARE Service Center **BEFORE** any procedure is performed by a civilian provider. TSC staff can help answer all of your questions and walk you through the steps of the preauthorization process.

This process ensures that the treatment you seek is TRICARE-covered so you won't get stuck with the bill.

Overseas Dental Care

Active Duty Dental Care

Military members will typically receive their dental care from their local dental treatment facility (DTF) or, in the case of remote site personnel, on the local economy after receiving preauthorization from his or her Service. Our claims processor, Wisconsin Physician Services, will pay all authorized active duty civilian dental claims.



Family Member Dental Care

Most AD family members will be able to get necessary dental care from their local dental clinic, but keep in mind that this care is limited. If you do not live near a DTF or require services not available at the DTF, you may want to consider enrollment in the TRICARE Dental Program (TDP).

TRICARE Dental Program (TDP)

The TDP is a voluntary paid insurance plan with the same eligibility rules, benefits and premiums as the CONUS program. If you were enrolled in the TDP at your previous assignment, you will remain enrolled in Europe unless you choose to cancel. **See page 44** for TDP contact information.

Overseas Dental Care

Authorization & Referral

An authorization and referral form is required for **all orthodontic care** in all overseas locations. Contact your dental clinic or the TRICARE Europe Dental Program Office for assistance with and information on the dental program, orthodontic authorizations and claims processing.

Points to Remember

- CONUS dental benefit rules and prices will apply for family members who seek dental care in the states.
- Cost and quality of civilian dental care may vary greatly overseas.
- Host nation providers may request payment up front before providing any dental services.

Overseas Dental Care: Plan Ahead

Since dental care may not be readily accessible where you live, plan ahead — make sure you know how and where to receive routine and emergency dental care.

See **page 44** of this booklet for TRICARE Europe dental program contact information. Also see TRICARE Europe Fact Sheet #6, *TRICARE Dental Plan*, available at your local TSC or www.europe.tricare.osd.mil.

Prescription Drugs

Prescription medications are available through the following overseas pharmacy options:

○ **TRICARE National Mail Order Pharmacy.**

Eligible beneficiaries may use the TRICARE Mail Order Pharmacy (TMOP) Program, a timesaving and inexpensive mail order service, for maintenance prescriptions.



Beneficiaries can receive free delivery to **US or APO/FPO addresses only**. This service offers low copayments and allows phone-in refills. You may contact this service at **001-866-DOD-TMOP** or via the web at www.express-scripts.com. Service is available 24 hours a day, 7 days a week.

○ **Military pharmacies.** You may fill prescriptions at many military treatment facility pharmacies.

○ **Civilian pharmacies.** You may purchase prescription drugs from local area pharmacies and file the claim with the overseas claims processor, WPS. Some pharmacies are participants in the local Preferred Provider Network and can file claims for you.

Stay Healthy with Prime

Focus on Preventive Medicine

TRICARE Europe Prime provides you with one of the best preventive health care packages available anywhere. Your benefits include free self-care classes, self-care books and educational programs focusing on major health issues.

Your local clinic also offers an array of **health promotion** and **disease prevention examinations**. There is no preauthorization or referral required for these services. Check with your local TRICARE Service Center (TSC) for available services at your clinic.

Women, Infants, and Children (WIC) Overseas

WIC Overseas is a community-based DoD program that improves the quality of life of our troops and their families. It is not a TRICARE benefit nor a welfare program.

The WIC Overseas program assists families with nutritional needs in an effort to foster healthy lifestyles



Stay Healthy with Prime

and to prevent more serious medical problems. WIC provides supplemental foods, nutritional education & counseling, and health care referrals.

In order to participate in the WIC Overseas program, you and your family must meet certain criteria. Your local WIC Overseas office will determine your eligibility. See www.europe.tricare.osd.mil for more on the WIC Overseas program, and for the telephone number of your closest WIC Overseas office.

TRICARE Online

TRICARE Online (TOL) is the Military Health System Internet point of entry that provides you with easy access to available healthcare services, benefits, and information and facilitates portability of benefits.

Among the innovative features of TOL are online appointment scheduling with local military treatment facility primary care managers and a Personal Health Journal, which the beneficiary can customize and use to keep all individual and family health information up-to-date and instantly available from any laptop or personal computer at any time. The TRICARE Online website address is www.tricareonline.com.

Stay Healthy with Prime

HEALTH CARE INFORMATION LINE (HCIL)

Call 24 hours a day, 7 days a week, for immediate information or advice. Use the toll-free number for the country from which you are calling.



HEALTH CARE INFORMATION LINE®

The Health Care Information Line is a free, confidential personal health management

information service available 24 hours a day, seven days a week. By simply dialing an in-country toll-free number, you can get immediate answers to your health care questions, information on a variety of health care topics, or assistance in deciding when and where to seek medical help. Use the following toll-free numbers, or visit online at www.europe.tricare.osd.mil.

Bahrain	888-475-9233
Belgium	0800-71920
Denmark	800-17357
Germany	0800-825-1600
Greece	008-001-1815-3044
Iceland	800-9001, then 1-888-866-7942
Italy	800-877660
Netherlands	0800-0227944
Norway	800-12635
Portugal	800-800128, then 1-888-866-7943
Spain	00-93-1193
Turkey	00-800-13815-9042
United Kingdom	0800-896409

Your Responsibilities

Your TRICARE Europe benefit is designed to be convenient and easy, but there are a few things you must do to ensure a trouble-free health care experience:

○ Make sure all military **ID cards are current**. An expired ID card may cause medical claim delays.

○ Ensure your **DEERS data is updated**. There are many ways to update DEERS data. See **page 45** for more information.

○ Active duty members must contact their servicing TSC upon arriving at a new duty station to ensure proper enrollment.



○ If you are an AD family member and elect the TRICARE Standard benefit, you must let your servicing TSC know so they can annotate your record accordingly.

○ Make sure your TSC knows about any changes in address, beneficiary eligibility changes, etc.

○ Contact your TSC before you PCS or if your family members permanently leave the base (e.g. if they opt to go back to CONUS, or leave the country for more than 60 days).

○ Contact your TSC first when you have any questions regarding TRICARE Europe Prime.

Frequently Asked Questions

○Do I have to enroll in TRICARE Europe Prime?

Active duty family members may choose enrollment in TRICARE Europe Prime or opt for coverage by TRICARE Standard. They must complete an enrollment application to be enrolled in the Prime Program. Active duty military may not decline enrollment in Prime.

○What happens to split families? Some of my family members accompanied me and some remained in CONUS.

If you have family members (who are eligible TRICARE beneficiaries) living in different locations (both here and in CONUS), only those family members who are with you during your overseas assignment may be enrolled in TRICARE Europe Prime. When you receive your TRICARE Europe enrollment package, please ensure that we have enrolled only those family members who have accompanied you to your overseas assignment. Family members remaining in CONUS may consider enrolling in TRICARE Prime where they are located, if it is available. Otherwise, they will be covered by TRICARE Standard. Family members visiting their active duty sponsor overseas for an extended period (60 days or more) can have their stateside Prime enrollment transferred to Europe. If you

Frequently Asked Questions

would like to know more about the CONUS options for family members residing in the United States, contact your servicing TSC for more information.

○ *Will I have to enroll annually?*

No. Enrollment overseas will be based on your DEROS/PRD. If you notify us that you have extended your DEROS/PRD, we will update your enrollment status at that time.

○ *I am married to a local national. Can my spouse wait until we return to our next assignment in the States to enroll in Prime?*

Yes. If you would prefer to not have your family member enrolled, you can certainly decline enrollment. All active duty members (uniformed) are enrolled in Prime and cannot choose to disenroll.

○ *Where can I get more information on the TRICARE Program overseas and in CONUS?*

Your TRICARE Service Center can assist you with information on the program, including TRICARE brochures, fact sheets and other handouts. You may also visit the TRICARE Europe web site at www.europe.tricare.osd.mil or the TRICARE Management Activity (TMA) web site at

Frequently Asked Questions

www.tricare.osd.mil. CHAMPUS claims forms and the TRICARE handbook are available on both web sites. You may also direct specific benefit questions to the TRICARE Europe help line at:

TEUROPE@europe.tricare.osd.mil

○My daughter spends 3 months with us in Europe, and 9 months in the States. What should we do about her TRICARE coverage?

It might be best to have her remain in TRICARE Standard. If she lives near a military base in the States where TRICARE Prime is offered, you may consider enrolling her in a program there. She will continue to be eligible for care in our military clinics and hospitals while she is visiting you here. She may enroll in TRICARE Europe Prime if she resides with you for more than 60 days, but must disenroll once she returns to the states. **See page 10** for more.

○I have a dependent parent living with me. Can she enroll in TRICARE Prime?

Unfortunately, no. Dependent parents (and parents-in-law) are not eligible to enroll in TRICARE. They are only eligible for military care on a space-available basis. Check with your local MTF to see what is available.



TRICARE Europe

Prime

in Remote Locations

TRICARE Europe Remote Site Health Care

If you are a TRICARE Europe Prime beneficiary and are permanently assigned in remote locations of Europe, Africa, and the Middle East, you will have one of two types of Prime programs:

① TRICARE Global Remote Overseas (TGRO)

Most active duty members and their families permanently assigned in remote locations of Europe, Africa, and the Middle East are covered by TRICARE Global Remote Overseas (TGRO). TGRO is a worldwide program tailored to serve the unique needs of TRICARE beneficiaries living overseas in remote locations and is a partnership between TRICARE and International SOS, the largest remote site health care service in the world. This partnership allows us to deliver quality, consistent remote health care services to military families worldwide. *If you are in this category, see page 31.*

② Non-TGRO Remote Site

Some active duty members and their families permanently assigned in remote locations of Europe, Africa, and the Middle East live in locations where TGRO is not offered. *If you are in such a location, see page 35.*

TRICARE Europe Remote Site Health Care

The following health care information applies to Prime beneficiaries in both TGRO and non-TGRO locations:



Traveling

When your family members are traveling with TRICARE Prime, follow the procedures outlined on **pages 8-10** of this booklet.

Mental Health Care

You must receive **preauthorization** for civilian inpatient mental health care. For OCONUS mental health care or information on mental health referrals, contact the TRICARE Europe Central TSC (see **page 42**).

Cosmetic, Plastic, and Morbid Obesity Surgery

Beneficiaries seeking these types of surgeries or treatments must contact TRICARE Europe **BEFORE** any procedure is performed by a civilian provider.

“Stork Nesting” Program

This program is available if you cannot receive obstetrical care where you live. It allows a pregnant woman to reside temporarily on or near a military medical facility with obstetric services.

TRICARE Global Remote Overseas**Who is eligible for TGRO?**

The TRICARE Global Remote Overseas program is for active duty members and their families who live in designated TGRO locations. While TRICARE Europe defines a Remote site as “more than 50 miles or a one hour drive from a U.S. military Medical Treatment Facility (MTF),” TGRO Remote sites (those sites covered by the International SOS contract) are specifically designated by each service.

In most cases, active duty members must enroll in the TGRO program where it is available. Family members may choose between TGRO and TRICARE Standard coverage. Standard is a program that offers greater flexibility in provider choice, but members have co-pays and deductibles. In some locations, active duty members and family members may also choose to enroll with a Military Treatment Facility.

- **No out-of-pocket costs**
- **No deductibles**
- **No claim forms or paperwork**
- **Worldwide network of credentialed doctors, dentist, hospitals, and clinics**
- **24/7 medical advice and referrals**



TRICARE Global Remote Overseas**Routine Care Appointments**

Beginning on Jan. 1, 2005, you must coordinate all of your routine and specialty care with International SOS. Just as TRICARE Prime members who live near a Military Treatment Facility must first coordinate their care with their Primary Care Manager, you must first coordinate your care with International SOS.

If you fail to coordinate routine care with International SOS after Jan. 1, you will have to pay a substantial percentage of the bill:

- Active Duty claims may be denied.
- Active Duty family member claims will be processed at the Point-of-Service rate. Members will have to pay a deductible as well as cost-shares.

If you are stationed at a U.S. embassy, you may continue to see an Embassy Health Unit provider for part or all of your primary routine health care. You don't need to call International SOS in this case, but they must still coordinate all specialty care — even if the referral comes from your embassy health unit provider.

Beneficiaries whose care is provided by military hospitals and clinics have the same requirement to have their care authorized by a care manager. The key point is that everyone enrolled in TGRO must use an

TRICARE Global Remote Overseas

International SOS provider for all routine care obtained outside of the Embassy Health Unit, and for all specialty medical care.

Emergency Care

Of course, if you need emergency or urgent care, you do not need to first contact International SOS. Go to the nearest location where emergency services are available.

Active Duty personnel and their family members must contact International SOS as soon as possible. In addition, Active Duty members must contact their parent Service unit as soon as possible.

**Dental Care**

If you're an active duty service member, you may seek dental care through the International SOS call center. Once you have made contact with the center, they will fax the dentist a guarantee of payment. You will not need to make any upfront payments or file any claims.

If you are an active duty family member, you may use an International SOS network dentist. This will ensure that you receive dental care from a credentialed, quality dentist. However, you will be responsible for upfront costs and submission of claim. Since you do not

TRICARE Global Remote Overseas

live near a military Dental Treatment Facility, you may want to consider enrollment in the TRICARE Dental Plan (TDP). See page 18 for more information.

Pharmacy

International SOS does not have a pharmacy network. For this reason, we recommend you use the TRICARE Mail Order Pharmacy program or pharmacy services available through your organization for your routine prescriptions. If you receive pharmaceuticals while receiving emergency or inpatient care from an International SOS provider, the pharmaceuticals you receive will typically be rolled into your overall bill and you will not have to file a claim.



You will typically have to file a claim for pharmaceuticals obtained from outpatient visits at a participating International SOS network provider, unless the provider or facility has an in-house pharmacy. If the facility does have an in-house pharmacy, the costs of the pharmaceuticals you receive will be rolled into your overall bill, so you won't have to file a claim.

However, if you are referred to an off-site retail pharmacy, you will have to pay up-front and file a claim for reimbursement. See **page 11** for more information.

Non-TGRO Sites

If you live in a remote location where TRICARE Global Remote Overseas (TGRO) is ***not available***, your local TRICARE POC (available at most remote sites) can help you file medical claims, and can receive payment checks for hand-delivery to you or your provider. If you do not know the name of your local POC or don't have one, contact TRICARE Europe at DSN 496-6347, commercial 49-6302-67-6347, or at:

teoremotesite@europe.tricare.osd.mil

Medical Coverage in a Remote Location

Depending upon where you are based and the host-nation medical capability where you live, you have different health care choices. Most of your family's primary medical treatment will take place within your local community. You may contact the nearest U.S. Embassy,

Consulate, or military installation to see if they maintain a list of local host-nation providers with a history of high quality service to American patients.



If local host nation medical care is available (either inpatient or outpatient), you are encouraged to use these services. Wisconsin Physicians Service (WPS), TRICARE Europe's claim processor, will reimburse 100 percent of the cost of covered civilian care.

Non-TGRO Sites

However, living in a remote area does not mean that you cannot access military treatment facilities. Military personnel and their families are authorized to request medical and dental appointments in a military medical facility outside the immediate area of their assignment. Contact the TRICARE Service Center nearest you or the Centralized TSC for information and assistance with specialty appointments.



TRICARE Point of Contact Program

The TRICARE Remote POC program was established to assist active duty and their family members assigned to units in geographic areas not supported by timely mail systems. An individual at each remote location is formally designated as an area TRICARE POC.

Emergency Care

If you are an Active duty member who requires emergency treatment or hospitalization, you should seek care at the nearest medical facility (military or civilian) that offers emergency services. Although you may not be in a TGRO location, you may still call International SOS for assistance if you have an emergency (see **page 42**). Contact your unit as soon as possible after the care

Non-TGRO Sites

is received. All Active duty claims for civilian medical care received both overseas and in CONUS (from non-International SOS providers) must be sent to our claims processor, Wisconsin Physicians Service (WPS).

Active duty family members who require emergency care should seek care at the nearest medical facility (military or civilian) that offers emergency services. Preauthorization for emergency care is not required for care received in your remote overseas area. All family member claims, whether enrolled in TRICARE Remote or using TRICARE Standard, must be sent to our claims processor, Wisconsin Physicians Service.

Routine Care (Non-emergency): Active Duty members

Active duty members enrolled in TRICARE Europe Remote in a non-TGRO location who require routine

Your TRICARE POC Can Help You ...

- ***file medical and dental claims***
- ***fax claims paperwork***
- ***resolve claims problems***
- ***answer your TRICARE questions***

Non-TGRO Sites

care in an assigned overseas area may obtain treatment from a provider of their choice. Active duty members traveling in the United States should never receive non-emergency (routine) care without appropriate authorization from their unit or parent Service.

Routine Care (Non-emergency): Family Members

All active duty family members enrolled in TRICARE Europe Remote who require routine care in an assigned overseas area may obtain treatment from a provider of their choice. If you require medical care while traveling in the United States, we recommend you go to a military facility. If an MTF is unavailable, contact your nearest regional TRICARE Service Center (see page 46) for information on preferred providers nearby.

Preauthorization is not currently required for care received in the United States (with the exception of mental health services and plastic, cosmetic, and morbid obesity surgeries or treatments). Before receiving any medical care, check with your nearest regional TRICARE Service Center to ensure the services you require are covered under the TRICARE program.



TRICARE Service Centers in Europe

NOTE: When calling commercially from another European country, dial 00, then the country code, and drop the initial zero in the phone numbers below. When dialing from the states, use 011.

BELGIUM (Country Code 32)

Brussels NATO.....02-717-9503 • DSN prefix 368-9503
SHAPE (Casteau).....06-544-5974/853 • DSN 423-5974/853

GERMANY (Country Code 49)

Babenhausen.....06073-38-313/574 • DSN 348-3313/574
Bad Aibling.....08061-80-3851/3770 • DSN 441-3851/3770
Bamberg.....0951-300-7420/7897 • DSN 469-7420/7897
Baumholder.....06783-6-6570/6205 • DSN 485-6570/8089
Bitburg-Spangdahlem.....06561-69-3100 • DSN 452-3100
Büdingen.....06042-80-789/820 • DSN 321-4820/4789
Butzbach.....06033-9821-45/48 • DSN 345-4045/4048
Darmstadt.....06151-69-7379/6791 • DSN 348-7379/6791
Dexheim.....06133-69956 • DSN 334-5956
Friedberg.....06031-81-3112 • DSN 324-3112
Garmisch.....08821-759-656/816 • DSN 442-2656/2816
Geilenkirchen.....02451-99-3400 /3401/3402 • No DSN
Giebelstadt (use *Würzburg*).....09334-87-7411 • DSN 352-7411
Grafenwoehr.....09641-83-7424/8307 • DSN 475-7424/8307
Hanau.....06181-500-6686/6610 • DSN 328-6686/6610
Heidelberg.....06221-17-2362/2363 • DSN 371-2362/2363
Hohenfels.....09472-83-4528/38 • DSN 466-4528/38
Illesheim.....09841-83-512/588 • DSN 467-4512/4588
Kaiserlautern (*Kleber*).....0631-411-6358/6092 DSN 483-6358
Katterbach.....09802-83-2619 • DSN 467-2619
Kitzingen.....09321-305-415 • DSN 355-8415

TRICARE Service Centers in Europe

Landstuhl.....	06371-86-6374/8234 • DSN 486-6374/8234
Mannheim.....	0621-730-4046/4708 • DSN 380-4046/4708
Ramstein.....	06371-46-2616/2557 • DSN 479-2616/2557
Rhein-Main.....	069-69719-265 • DSN 330-4265
Schweinfurt.....	09721-96-6560 • DSN 354-6560
Sembach.....	06302-67-6525/7015 • DSN 496-6525/7015
Stuttgart.....	0711-680-8624/8625 • DSN 430-8624/8625
Vilseck.....	09662-83-2026/3323 • DSN 476-2026/3323
Wiesbaden.....	0611-705-5248/7316 • DSN 337-5248/7316
Würzburg.....	0931-804-2200/3873 • DSN 350-2200/3873

GREECE (Country Code 30)

Souda Bay...0282-1021580/1590 • DSN 266-1580/1590/1591

ICELAND (Country Code 354)

Keflavik.....425-3256/3229 • DSN 228-3256/3229

ITALY (Country Code 39)

Aviano.....	0434-66-5133/5405 • DSN 632-5133/5405
Camp Darby.....	050-54-7883 • DSN 633-7883
Gaeta.....	0771-709-709/751 • DSN 627-7709/7710
Gheddi.....	030-903-3068 • DSN 632-4915
La Maddalena.....	0789-798-275/276 • DSN 623-8275/8276
Naples.....	081-811-6330/6331 • DSN 629-6330/6331
Sigonella.....	095-56-4848/4877 • DSN 624-4848/4877
Vicenza.....	0444-51-8304/7294 • DSN 634-8304/7294

PORTUGAL (Country Code 351)

Lajes.....295-57-2622 • DSN 535-2262

TRICARE Service Centers in Europe

SPAIN (Country Code 34)

Rota USN Hospital

Commercial 956-82-1225/3552 • DSN 727-1225/3552

TURKEY (Country Code 90)

Incirlik.....0322-316-6628/8763 • DSN 676-6628/8763

UNITED KINGDOM (Country Code 44)

Croughton.....01280-70-8721 • DSN 236-8721

Lakenheath.....01638-52-8688/8719 • DSN 226-8688/8719

London.....01895-61-6328 • DSN 235-6328

Menwith Hill.....01423-77-7733 • DSN 262-7733

St Mawgan.....01637-87-6111 • 234-3568

Upwood.....01480-84-4502/4561 • DSN 268-4502/4561

Other Countries

Bahrain.....973-17-85-4858/4323 • DSN 318-439-4858/4323

Stavanger, Norway (*served by Lakenheath TSC*).....

.....(47)-5195-0563/0564 • DSN 224-0563/0564

TRICARE Europe

DSN: 496-7433 FAX: 496-6372

CIV: 0049-6302-67-7433 *or* (888)777-8343 (option #1) *in CONUS*

Mailing Address: TRICARE Europe Office

Unit 10310, Sembach AB, Germany

APO AE 09136-0005

E-mail: TEUROPE@europe.tricare.osd.mil

TEO Web Site: www.europe.tricare.osd.mil

Important Contact Information

International SOS — Remote Site Only

If you are stationed in a remote location, you may contact International SOS at any time at **00-44-20-8762 8133 (either call collect or ask them to call you back)** if you have questions, or if you need general healthcare information or medical advice. You may also email them at tricarelon@internationalsos.com. International SOS doctors or nurses are available 24 hours a day, seven days a week. You may also search the International SOS provider network online at www.internationalsos.com/private/tricare/europe/.

TRICARE Europe Central TSC (CTSC)

Primarily for remote site personnel, this center can provide information on and assistance with TRICARE Program benefits and forms, Preferred Provider Network, Point of Contact Program, claims problems, or any other TRICARE-related issue.

TRICARE Europe CTSC

Unit 10310

APO AE 09136-0003

Email: TEUROPE@europe.tricare.osd.mil

CIV: 0049-6302-67-7433/7434 or DSN 496-7433/7434

FAX: 0049-6302-67-6374 or DSN 496-6374

Toll-free from CONUS: 1-888-777-8343

Toll-free in theater (AT&T): 866-TEurope (or 866-838-7673)

Important Contact Information

How to Call Us Toll-Free In Theater

If you need to contact us toll-free from Europe, Africa, or the Middle East, you may use AT&T's toll-free international access services (see previous page). To find your international access code, visit www.att.com/browse. On this page, choose “*International Dialing Instructions & Access (Country + City) Codes*” located under the “*Directory Information*” subheading.



Once you dial your international access code, **wait to speak with an operator**. If you dial our toll-free number direct from the AT&T automated telephone menu before speaking to an operator, you may be charged for the call.

WPS: TRICARE Europe Medical Claims Processor

Send all active duty claims to:

TRICARE Europe
WPS - Active Duty Claims Processing
P.O. Box 7968
Madison, Wisconsin 53707-7968, USA

Send all ADFM & Overseas TRICARE Standard claims to:

TRICARE Europe
WPS - Claims Processing
P.O. Box 8976
Madison, Wisconsin 53708-8976, USA

Important Contact Information

Send all correspondence (questions on claims, etc.) to:

TRICARE Europe

WPS - Correspondence

P.O. Box 7992

Madison, Wisconsin 53707-7992, USA

WPS may be reached by phone at 608-301-2310; or on the web at www.tricare4u.com

TRICARE Dental Plan (TDP)

TRICARE Europe Dental Plan Coordinator:

See TRICARE Europe Office address, page 41

Email: TDP@europe.tricare.osd.mil

DSN: 496-6358 **FAX:** 496-6372

CIV: 0049-6302-67-6358

Claims Submission and Written Inquiries:

United Concordia Companies, Inc. (UCCI)

TDP OCONUS Dental Unit

P.O. Box 69418

Harrisburg, PA 17106-9418

Customer Service (in the US): 888-418-0466 (toll free)

Phone number: (717) 975-5017 (toll call)

Toll Free (use the following AT&T access codes overseas):

Bahrain.....	800-001
Belgium.....	0-800-100-10
Egypt (Cairo).....	510-0200
Egypt (outside Cairo).....	02-510-0200
Germany.....	0-800-2255-288
Greece.....	00-800-1311
Iceland.....	00800-22255288

Important Contact Information

Toll Free TDP numbers cont. (AT&T access codes overseas):

Italy	172-1011
Netherlands.....	0800-022-9111
Netherlands Antilles	001-800-872-2881
Norway.....	800-190-11
Portugal	800-800-128
Saudi Arabia.....	1-800-10
Spain	900-99-00-11
Switzerland.....	0-800-890011
Turkey	00-800-12277
United Kingdom (BT).....	0800-89-0011
United Kingdom (AT&T)	0800-013-0011
United Kingdom (Mercury).....	0500-89-0011

TRICARE Europe Remote Site Health Care Division

If you have questions about the TRICARE Global Remote Overseas program and did not get a satisfactory answer from International SOS or your POC, contact us at:

Email: teoremotesite@europe.tricare.osd.mil

DSN: 496-6347 FAX: 496-6374

CIV: 0049-6302-67-6347

Online: www.europe.tricare.osd.mil/benefit/remote

DEERS Support Office

Use the following contact information to update DEERS data:

DEERS Support Office ATTN: COA

400 Gigling Road

Seaside, CA 93955-6771

Hours of operation: 0600-1530, Pacific Time, M-F

Phone: 1-800-538-9552 Fax: (831) 655-8317

Email: addrinfo@osd.pentagon.mil

Online: www.tricare.osd.mil/DEERSAddress/

TRICARE Health Service Regions

TRICARE North.....1-877-TRICARE

Connecticut, Delaware, the District of Columbia, Illinois, Indiana, Kentucky, Maine, Maryland, Massachusetts, Michigan, New Hampshire, New Jersey, New York, North Carolina, Ohio, Pennsylvania, Rhode Island, Vermont, Virginia, West Virginia and Wisconsin.

TRICARE South1-888-444-5445

Alabama, Arkansas, Florida, Georgia, Louisiana, Mississippi, Oklahoma, South Carolina, Tennessee and the eastern portion of Texas.

TRICARE West1-888-TRIWEST

Alaska, Arizona, California, Colorado, Hawaii, Idaho, Iowa, Kansas, Minnesota, Missouri, Montana, Nebraska, Nevada, New Mexico, North Dakota, Oregon, South Dakota, the western portion of Texas, Utah, Washington and Wyoming.

TRICARE Overseas.....888-777-8343

TRICARE Europe, TRICARE Pacific, TRICARE Latin America & Canada

What Does That Mean?!?

Here are some common TRICARE abbreviations you may encounter:

- **BCAC** — Beneficiary Counseling and Assistance Coordinator
- **CONUS** — the continental United States
- **CTSC** — Centralized TRICARE Service Center
- **DCAO** — Debt Collection Assistance Officer
- **DEERS** — Defense Eligibility Enrollment Reporting System
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- **DTF** — Military dental treatment facility
- **HBA** — Health Benefits Advisor
- **HCIL** — Health Care Information Line™
- **MSC** — Medical Services Coordinator
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- **MTF** — Military Medical Treatment Facility
- **NAS** — Non-Availability Statement
- **OCONUS** — Outside the continental United States (overseas)
- **PCM** — Primary Care Manager
- **PLC** — Patient Liaison Coordinator
-
- **PPN** — Preferred Provider Network
- **TEO** — TRICARE Europe Office
- **TEOB** — TRICARE Explanation of Benefits (medical & dental)
- **TDP** — TRICARE Dental Program
- **TFL** — TRICARE for Life Program
-
- **TOP** — TRICARE Overseas Program
- **TOL** — TRICARE Online
- **TSC** — TRICARE Service Center
- **UCCI** — United Concordia Companies, Inc. (TDP contractor)
- **WPS** — Wisconsin Physician Services (overseas claims processor)